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Whorlton Hall



There was some very upsetting news about a place called Whorlton Hall in County Durham.



People with disabilities were treated very badly by staff that worked there.

Whorlton Hall



The BBC made a TV show about Whorlton Hall. It was very difficult to watch.

Abuse of people with disability is never ok.



The workers who did the abuse are now being investigated by the police.

Keeping safe



- Keeping people safe is everyone's business.
- We can all do something to help each other stay safe.

Working together



The Council works with other organisations to help people to be safe if they need it.



This might be the police, the health service, Healthwatch or others.

healthwatch
North Yorkshire

Checks and feedback



The Council has a responsibility to make sure that services people use are OK and people using services are safe.

We do checks by visiting services.



We look at feedback and ask people who use the services what they think about the care and support.

The Care Quality Commission



- The Care Quality Commission also visit services we provide and buy.
- They rate the quality of the care and support provided.
- If it needs to improve we will put actions in place to make it better.

Worker checks



All people who work for the Council or work for services we pay for must have a check to see if they have committed any crimes.

This is called a DBS check.



If staff do something wrong



- If workers do not keep a person they are caring for safe, the Council will take action. This may include the person losing their job.
- We will tell the police if required.



Whistleblowing



Everyone who works for the Council is encouraged to tell someone if someone is not being supported well to keep safe.

They must do this, even if other workers might get into trouble.

This is called 'whistleblowing'.

Reporting abuse to the Council



You can always let the Council know if

- you do not feel safe **or**
- someone you know is not safe



You can call 01609 780 780

What will the Council do if you report abuse?



Someone from social care will contact you and talk about what is happening.

A plan will be put in place to decide how to make things better.



This may involve the Police or the NHS.

We are here to help



Remember our phone number is

01609 780 780



We are working with Inclusion North and self advocates to make easy read guides so people understand all this information